

**637 - DISPATCHER**  
**Safety Forces Dispatcher**  
City of Parma  
1110 - Police Department

**JOB SUMMARY**

The Safety Forces Dispatcher is responsible for the dispatching of emergency calls, complaints, investigations, as well as the day to day communications of the City with the Police and Fire Department. The Safety Forces Dispatcher is constantly in contact with a variety of people and organizations on the federal, state and local levels. The incumbent works under the direct supervision of the Captain- Patrol Division. This position is classified as Civil Service.

**WORK ACTIVITIES**

Operation Duties

- Operates telephone, emergency telephone equipment (911), transceiver radio equipment and computer terminals \*
- Performs all other related duties as assigned by the shift supervisor \*

Dispatching Duties

- Dispatches complaints and investigations to police field and fire units \*
- Maintains a constant status on the locations of all Safety Forces personnel on duty \*

Recording Duties

- Writes teletypes to be sent over various Federal, State, and Local computer networks \*
- Maintains incident complaint logs \*
- Logs general radio dispatch duties \*
- Logs police field contacts \*
- Maintains accurate, up to the minute records of all complaints and requests for service \*

Communication Duties

- Handles the day-to-day communications center duties including citizen complaints, calls for service, license listings and all other related information requested \*

Other Duties

- Performs all other related duties as assigned

\*Denotes Essential Job Functions

+Denotes Essential Job Functions, Scheduling Accommodations Possible

## **TOOLS AND EQUIPMENT USED**

- Alarm board
- Computer printers
- Computer terminals
- Daily logs
- Emergency telephone system (911)
- License listings
- Multi-channel receivers and transmitters
- Surveillance equipment (audio and video)
- Telephones
- Transceiver radio equipment
- Typewriter

## **JOB CONTEXT**

The Safety Forces Dispatcher works a 40 hour week which includes one hour for lunch in one of three, eight hour shifts from 7:00 a.m. until 3:00 p.m.; 3:00 p.m. until 11:00 p.m.; and 11:00 p.m. until 7:00 a.m.. The incumbent must possess the ability to work rotating shift assignments, as well as rotating days off. The Safety Forces Dispatcher is on call 24 hours a day. The position is full-time and operates 12 months a year. The Safety Forces Dispatcher works in a temperature controlled office, but the working area is very cramped, with two to three people to an office. The job is considered to be very stressful due to the number of varying calls that come into the station. The Safety Forces Dispatcher must be quick thinking and quick responding. The levels of physical activity are very low because the incumbent performs most of his/her duties in a sedentary position. Performance evaluation is completed through the Communications Operator Training Program.

## **JOB QUALIFICATIONS**

### Upon hire, a Safety Forces Dispatcher must have:

- A high school diploma or equivalent
- The ability to work under stressful conditions
- Exceptional speaking and listening skills
- Computer skills
- The ability to coordinate and concentrate skills in order to successfully complete numerous tasks simultaneously
- The ability to work both independently or as part of a team
- Knowledge of the geography, the operational policies and procedures, and the jurisdictional authority of all agencies served by the communications center
- The ability to accurately summarize any source of information, interpret it in correct terminology, and relay it clearly, promptly and concisely
- The ability to confront any crisis as if it were routine
- The ability, no matter what the incident, to know how to accurately follow through with the appropriate procedure
- Ability to type 35 words per minute into a data entry program.
- The ability to operate computer terminals

### After hire, a Safety Forces Dispatcher must have:

- The ability to treat all official business of the Department as confidential
- The physical and mental ability to receive, process, and respond to urgent situations
- Willingness to submit to drug tests if and when required by the Chief of Police
- An understanding of the rules, orders and regulations which affect the job
- Knowledge and understanding of the communications system with which he/she works
- Knowledge of criminal law/police terminology
- Public relations skills